

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082



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ORIGINAL

Arizona Corporation Commission

ARIZONA

MISSION DOCKETED

UTILITY COMPLAINT FORM

OCT 15 2009

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 82310

Date: 10/13/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Suzie Rotter

Account Name: Suzie Rotter

Street: n/a

City: Maricopa

State: AZ **Zip:** 85139

Home: (000) 000-0000

Work: [REDACTED]

CBR:

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 *****

Customer sent the following -

From: [REDACTED]
Sent: Thursday, October 08, 2009 5:27 PM
To: Utilities Div - Mailbox
Cc: [REDACTED]
Subject: SW-20445A-09-0077, W-01732A-09-0079, W-02450A-09-0081, w=02451A-09-0078, W-20446A-09-0080, W-01212A-09-0082

RE: Global Water Rate Increase

It baffles my mind how a company can be allowed to request a price increase in this economic time period. Here are my reasons that you should NOT allow any increases, in fact, the company should be investigated for poor business practices.

1. As homeowners we already pay more than the average user in the metro Phoenix area.
2. If I have no water usage at all, I still have to pay a base price of \$60.
3. The water is extremely hard, higher than average. 30 GPM at least.
4. It takes 5 days on the average to have water turned on and if one does not stay on top of things it can go longer than that. I am in real estate in Maricopa and I see this all the time.
5. Global should be brought up on fraud charges. They have admitted to installing defective meters.
6. Global says the average household uses about 7K gallons per month. Why do I have a bill that says 13K and it is just my husband and I. Most of my lawn is desert.
7. Global states that we all need to use less water to keep costs down. I am on the board of our HOA and to save money we decided to stop watering a large wash in out subdivision in Aug. Global actually called out

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

property manager and question why our usage was down. (This usage represented thousands of dollars in revenue to Global)

Now the electric company is making overtures about a price increase.

We would move but we would take too big of a loss on the house.

Suzie Rotter-GRI, ABR

Maricopa Properties

[REDACTED]

[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/13/2009

Opinion No. 2009 - 82310
